

**Request for Proposals
To Provide, Design and Implement
Public Safety Testing**



CITY OF CLEVELAND
Mayor Frank G. Jackson

Issued by the Department of Civil Service

February 9, 2016

Schedule of Critical Dates:

1. Intent to Propose Form Due:	February 15, 2016 at 5:00 PM EST
2. Pre-Proposal Proposer Conference (optional):	February 19, 2016 at 12:00 PM EST
3. Last Day to Submit Provider Questions:	February 23, 2016 at 5:00 PM EST
4. Proposal is due at IT Services:	March 4, 2016 at 3:00 PM EST

LATE PROPOSALS WILL NOT BE ACCEPTED

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I. Introduction

Introduction

The City of Cleveland (City), Department of Civil Service, through this Request for Proposal (RFP), is soliciting proposals from qualified Proposers to provide for the development, administration, grading and statistical analysis of examinations for entry-level law enforcement officers, firefighters, emergency communications personnel and corrections officers. The City is also interested in the Proposers' qualifications regarding the ability to provide Promotional examinations for the positions of Sergeant, Lieutenant, and Captain of Police and Fire, as well as Background Investigation services. The goal of the testing service is to provide a proven and comprehensive testing solution from start to completion that meets the requirements and expectations of the City.

The evaluation and ranking of proposals will consist of four phases. For the first phase, a compliance review of proposals related to the criteria outlined in this RFP. Second phase, a review committee will rank and score the written proposals based upon the evaluation criteria. In the third phase, The City will short list a number of Proposers to proceed to the oral presentation by the Proposer outlining qualifications, proposed services and capabilities. The fourth and final phase, is evaluating the proposed fee schedules.

This RFP does not obligate the City to complete the selection and contract award process. The City reserves the right to accept or reject any and all proposals; request additional information from any or all proposers to assist the City in its evaluation process; amend or withdraw this RFP prior to the announcement of the selected firm and award the proposed services in whole or in part, to one or more firms. In case of an amendment to the RFP, all Proposers will be provided with a copy of any such amendment(s) and be afforded the opportunity to revise their Proposals in response to the RFP amendment.

Proposals will be accepted up until 3:00 PM EST, March 4, 2016 in the Division of Information Technology Services, 205 W. Saint Clair, 4th Floor, Cleveland, Oh 44113. Proposals must be mailed to the attention of Cynthia Thomas, Division of ITS.

II. Scope of Services

The Department of Civil Service is seeking professional testing services for Public Safety testing as set forth in more detail below in the [Functional Requirements](#) section. The scope of this Request for Proposal encompasses all tasks associated with the development, administration, grading, and statistical analysis of recruitment and placement exam administration services for the assessment of entry-level law enforcement officers, firefighters, emergency communications personnel and corrections officers.

RFP Objectives

The City of Cleveland (City) is issuing this Request for Proposal (RFP) for the purpose of selecting a qualified firm to provide the following:

1. Services for the development, administration, grading and statistical analysis of examinations for entry-level law enforcement officers, firefighters, emergency communications personnel and corrections officers.
2. The City is also interested in the Proposers' qualifications regarding the ability to provide Promotional examinations for the positions of Sergeant, Lieutenant, and Captain of Police and Fire
3. Additionally, the City is also interested in the Proposers' qualifications regarding Background Investigation services.

The City reserves the right to modify the scope of services at any time before execution of a contract to add, delete, or otherwise amend any item(s), as it deems necessary, in its sole judgment, and in the best interest of the City.

III. Functional Requirements

Listed below are the Functional Requirements the Proposer is expected to address.

A. Testing for Entry-level Law Enforcement Officers, Firefighters, Emergency Communications Personnel and Corrections Officers

1. The Proposer will be required to complete a job analysis study for each position to be tested. Criteria shall include, but not be limited to, job performance, job knowledge and job skills/abilities such as planning,

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organization, decision-making, problem solving, delegation, etc.

2. The Proposer shall provide an overview of how you accommodate a firm testing date, testing range (window), and open testing (continuous testing).
3. The Proposer shall provide administration and proctoring of the exams including, but not limited, the following components:
 - a. Online registration for testing
 - b. Testing options provided within 24 hours of registering
 - c. National registration ability (test for Cleveland positions outside of the City of Cleveland), as well as local testing ability (within the City of Cleveland and surrounding counties)
 - d. Accommodation of special needs as outlined by The Uniform Guidelines on Employee Selection Procedures, Americans with Disabilities Act (ADA), EEOC guidelines and the American Psychological Association
 - e. Video capability for testing
 - f. Ability to handle above capacity issues (e.g., more applicants sign up then the facility allows)
4. The Proposer shall provide information addressing if the Public Safety tests are open ended with categories around problem solving, strategic thinking, emotional maturity, cognitive thinking and the ability to collaborate.
5. The Proposer shall provide information around the assessment of all candidates as long as applicants meet the requirements during the process (complete written test, proper time in grade, etc.).
6. The Proposer shall provide an overall timeline for assessments of candidates which must be completed within 1-3 weeks total time of their completed application.
7. Assessor shall be provided by or arranged by the Proposer.

8. The Proposer must provide detail on your validation methodology and be consistent with the objectives of the general validity standards set forth in the EEOC Guidelines.
9. The Proposer shall provide information on how the City will access scoring results and how the Proposer performs all grading (providing scoring system information), statistical analysis, and computer processing necessary for the City to establish a final eligible list.
10. The Proposer shall demonstrate the ability to integrate test scores into the City's Applicant Tracking System (NEOGOV).
11. The Proposer shall provide information on how the test scores for applicants are made available online. Additional information should be provided for how long test results will be available to the applicant after the test.
12. The Proposer shall provide a list to the City of eligible candidate either for a given time period or continual.
13. The Proposer shall provide your method of handling disputes from applicants' results and the timeframe for which this process is permissible (provide process overview of handling appeals).
14. The Proposer shall provide information on which online training guides are available for all applicants to review and use for test preparation.
15. The Proposer shall provide information around handling the physical agility testing component for entry-level Public Safety testing.
16. The Proposer shall demonstrate ability to provide sample exams and information around handling cheating and test security.
17. The Proposer shall provide information and communication templates on how applicants will access testing registration and general how-to instructions for applicants around applying to and taking tests.

18. The Proposer, if possible, shall provide evidence of Master Service Contract, Sole Source Letter or other evidence that they are an approved vendor and/or unique provider of services for the City and/or State of Ohio.
19. The Proposer shall provide a sample of what information is provided on the test results for each applicant. It will be the responsibility of the Proposer to compile the following details about each candidate from the standard application form provided by the Civil Service Commission. Example fields include, but are not limited to, the following:
 - a. Full name
 - b. Full address
 - c. Email address
 - d. Phone number
 - e. Social Security Number
 - f. Date of Birth
 - g. Age
 - h. Registration/Seat Number
 - i. Race
 - j. Sex
 - k. Education
 - l. Written Exam Score
 - m. Seniority Credit
 - n. Total Exam Score
 - o. Rank on Eligible List
 - p. Ethnicity/national origin
20. Proposer shall provide details on how the candidates are notified of examination results and how long the test scores for applicants are made available to them.
21. Proposer shall provide the means by which they will deliver a final eligible list (Microsoft Excel or .CSV format) to the Civil Service Commission.
22. Upon completion of the final eligible list, the Proposer shall provide the means by which they will submit a final report detailing the job-relatedness of the examination, EEOC statistics, Item Analysis, Impact Analysis and any other pertinent facts that would prove beneficial to the Civil Service Commission and the City of Cleveland.

23. The Proposer shall provide the means by which they will submit the final report to the Commission no later than three weeks following the submittal of the final eligible list. The final project report shall serve as the primary documentation of the development of the examination items and production of the actual test booklets. The report must be sufficiently detailed to serve as the primary supporting evidence with respect to the development of the test items in any future administrative or judicial review of the written examination component of the promotion process.
24. The Proposer will also ensure the examination's security complies with guidelines developed with the Civil Service Commission.

B. Promotional Testing

The Proposer shall provide information, details and/or confirmation on the following Promotional testing components:

1. Total questions per test
2. Promotional examinations shall have three components: Written examination, in-basket exercises and oral examinations. The written examination must use a multiple-choice format, requires locally based job relatedness and must be consistent with nationally recognized police standards. (I.e., general police orders, manual of rule, local and state laws, constitutional items, textbook on leadership, textbook on community policing).
3. The Proposer is to provide the City a choice of methods in conduction of oral examinations. Options must include, at minimum, assessment center, videotaped interviews and audio taped interviews. If one of these methods is unacceptable to the Proposer, a detailed explanation must be provided.
4. Preparation of three separate written job knowledge examinations for promotion to the ranks of Sergeant, Lieutenant, and Captain
5. Preparation of separate in-basket exercises for promotion to the ranks of Sergeant, Lieutenant and Captain
6. Preparation of separate oral examinations for promotion to the ranks of Sergeant, Lieutenant, and Captain

7. The examination for promotion to the rank of Sergeant shall consist of approximately six hundred (600) employees
8. The examination for promotion to the rank of Lieutenant shall consist of approximately one hundred twenty (120) employees
9. The examination for promotion to the rank of Captain shall consist of approximately thirty (30) employees. **Note:** Exact quantities for examinations cited in the three previous bullets will be provided to the Proposer by the Civil Service Commission post-application and prior to printing by Proposer.

C. Background Investigation

Optionally, the Proposer may provide information on ability to perform Background Investigations (pre-qualification for testing) and should include, but may not be limited to the following:

1. Information gathering – candidate application/Personal History Questionnaire (PHQ)
2. Computerized Criminal History Report
3. Detailed Background Process
4. Candidate interview
5. Reference Interview
6. Documents review (employment/credit/military/taxes, etc.)
7. Home/neighborhood visits/interviews
8. Family visits/interviews
9. Detailed final reporting

10. Assessment and recommendations regarding total number of background investigators utilized and/or timing to complete background investigation process

If requested, the Proposer will be prepared to present their proposal before a committee selected by the Civil Service Commission. To effectively verify all proposals, the Civil Service Commission reserves the right to conduct site visits at the Proposer's location.

Should any litigation arise from this examination, it will be the duty and responsibility of the Proposer to appear at the direction of the Civil Service Commission and/or the Department of Law, City of Cleveland. Proposals shall also include professional fees for such services.

The Civil Service Commission will only accept and respond to inquiries in writing. All inquiries must be directed to the Secretary of the Commission. On request, these questions and answers will be made available to all other prospective Proposers. **No questions will be accepted after February 23, 2016 at 5:00 PM EST.**

Proof of Concept

A pilot period for the Testing Services may be required from the Proposer.

Rights to Materials (data)

All materials (data) generated under this RFP and/or Proof of Concept is work made for hire. The Proposer shall not retain any data or image permanently. The Proposer shall inform the City in writing of any scheduled deletion of files and shall not delete files without prior written consent from the City. The City shall have all rights, title and interest in and to all materials (data and images) developed and generated under a Proof of Concept.

IV. Project Team

The following Project Team information is required:

1. Proposer shall provide the project team included roles and responsibilities that will be assigned to this project.
2. Proposer shall provide resumes for each of the roles planned for this project.

V. Project Schedule and Deliverables

Provide a detailed but concise description of your approach to this project. Include a description of the task required for each area and the time required for their completion.

- **Job Analysis Tasks**—Proposer shall provide schedules for Job Analysis tasks including a communication plan.
- **Project Management** – The Proposer shall assign a Project Manager to the project that is familiar with similar size projects. The City will assign a Project Manager that will work on behalf of the City for deployment of this solution.
- **Promotional Assessment Design and Applicant Orientation**– This phase will include, but is not limited to, the design and development of written exams, assessment exercises, and orientation sessions.
- **Scoring, applicant feedback, and process reviews with City’s stakeholders** – This phase includes, but is not limited to, the scoring of the exams, applicant survey(s), and a process review with City’s testing lead.
- **Final Acceptance Phase** – Once all services are completed successfully, a Final Acceptance Review will be performed that focuses on the testing delivery.

Proposers must submit a preliminary draft of the Project Plan as part of their response. The preliminary project plan must not be generic boilerplate information, and must provide specific details including project staffing and the proposed master implementation milestone and deliverable schedule.

Provide a detailed but concise description of your approach to this project. Include a description of the task required for each area and the time required for their completion.

Provide an itemized list of all costs related to the testing services proposed, and the total lump-sum cost to the City that incorporates all requirements as contained in this solicitation.

A. Costs

The Proposer shall detail the costs associated with each of the items below. **Please note:** Costs are to be provided in a separate, sealed document.

Initial Assessment Cost

- Job Analysis cost
- Communication Plan cost
- Other (detail each type of other cost)

Recurring Annual Cost

- Annual costs (detail what is included in the annual maintenance cost and what is not)
- Other (detail each type of other cost)

Testing Fees for Candidates

- Costs each candidate must pay to take an exam

Additional Products/Services

- Detail the cost associated with any additional products/services

Hardship Waivers

- Provide an overview for how test fees are waived for candidates that cannot afford the testing fees (if applicable).

VI. Proposal Requirements

1. Submission of Proposal

Each Proposer shall submit its proposal(s) in the number, form, manner, and by the date and time and at the location required in the Sections below.

- i. Each Proposer shall provide all information requested in this RFP. The Proposer must organize its proposal package to address each of the elements in this RFP in the order listed in [Section VIII - Proposal Contents](#). The Proposer should carefully read all instructions and requirements and furnish all information requested. If a proposal does not comply with all terms, conditions, and requirements for submittal, the City may consider it unacceptable and may reject it without further consideration.
- ii. The City wishes to promote the greatest feasible use of recycled and environmentally sustainable products and to minimize waste in its operations. To that end, all proposals should comply with the following guidelines: Unless absolutely necessary, copies should minimize or eliminate use of non-recyclable or non-reusable materials. Materials should be in a format permitting easy removal and recycling of paper. A Proposer should, to the extent possible, use products consisting of or containing recycled content in its proposal including, but not limited to, folders, binders, paper clips, diskettes, envelopes, boxes, etc. Do not submit any or a greater number of samples, attachments or documents not specifically requested.
- iii. If you find discrepancies or omissions in this RFP or if the intended meaning of any part of this RFP is unclear or in doubt, send a written request for clarification or interpretation to **205 W. Saint Clair, 4th Floor, Cleveland, , no later than February 23, 2016 at 5:00 PM EST**. Requests for clarification or interpretation may be submitted via e-mail to ITS-RFP@city.cleveland.oh.us.

Event	Dates/Deadlines
Issue Request For Proposals:	February 9, 2016
Intent to Propose Form Due:	February 15, 2016 at 5:00 PM EST
Pre-Proposal Proposer Conference (optional):	February 19, 2016 at 12:00 PM EST
Last Day to Submit Provider Questions:	February 23, 2016 at 5:00 PM EST

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Proposal is due at IT Services:	March 4, 2016 at 3:00 PM EST

2. The City's Rights and Requirements

- i. The Director, at his/her sole discretion, may require any Proposer to augment or supplement its proposal or to meet with the City's designated representatives for interview or presentation to further describe the Proposer's qualifications and capabilities. The requested information, interview, meeting, or presentation shall be submitted or conducted, as appropriate, at a time and place the Director specifies.
- ii. The City reserves the right, at its sole discretion, to reject any proposal that is incomplete or unresponsive to the requests or requirements of this RFP. The City reserves the right to reject any or all proposals and to waive and accept any informality or discrepancy in the proposal or the process as may be in the City's best interest.

iii. Proposal as a Public Record

Under the laws of the State of Ohio, all parts of a proposal, other than trade secret or proprietary information and the fee proposal may be considered a public record which, if properly requested, the City must make available to the requester for inspection and copying. Therefore, to protect trade secret or proprietary information, the Proposer should clearly mark each page - but only that page - of its proposal that contains that information. The City will notify the Proposer if such information in its proposal is requested, but cannot, however, guarantee the confidentiality of any proprietary or otherwise sensitive information in or with the proposal. Blanket marking of the entire proposal as "proprietary" or "trade secret" will not protect an entire proposal and is not acceptable.

iv. Term of Proposal's Effectiveness.

By submission of a proposal, the Proposer agrees that its proposal will remain effective and eligible for acceptance by the City until the earlier of the execution of a final contract or 180 calendar days after the proposal submission deadline (the "Proposal Expiration Date").

vi. Execution of a Contract.

The successful Proposer shall, within ten (10) business days after receipt of a contract prepared by the City Director of Law, exclusive of Saturdays, Sundays and holidays, execute and return the contract to the City together with evidence of proper insurance and intent to conform to all requirements of the contract. Attached hereto or which are a part hereof and all applicable federal, state and local laws and ordinances prior to or at the time of execution of the contract.

vii. Short-listing

The City reserves the right to select a limited number (a “short list”) of Proposer’s to make an oral presentation of their qualifications, proposed services, and capabilities.

viii. Proposer’s Familiarity with RFP; Responsibility for Proposal

By submission of a proposal, the Proposer acknowledges that it is aware of and understands all requirements, provisions, and conditions in and of this RFP and that its failure to become familiar with all the requirements, provisions, conditions, and information either in this RFP or disseminated either at a pre-proposal conference or by addendum issued prior to the proposal submission deadline, and all circumstances and conditions affecting performance of the services to be rendered by the successful Proposer will not relieve it from responsibility for all parts of its Proposal and, if selected for contract, its complete performance of the contract in compliance with its terms. Proposer acknowledges that the City has no responsibility for any conclusions or interpretations made by Proposer on the basis of information made available by the City. The City does not guarantee the accuracy of any information provided and Proposer expressly waives any right to a claim against the City arising from or based upon any incorrect, inaccurate, or incomplete information or information not otherwise conforming to represented or actual conditions.

ix. Interpretation

The City is not responsible for any explanation, clarification, interpretation, representation or approval made concerning this RFP or a Proposal or given

in any manner, except by written addendum. The City will mail, e-mail, or otherwise deliver one copy of each addendum issued, if any, to each individual or firm that requested and received a RFP. Any addendum is a part of and incorporated in this RFP as fully as if originally written herein.

x. Confidentiality

The Proposer cannot make use of any information obtained through this Agreement for any activity outside the scope of this project. Proposer will utilize its “best efforts” to protect all information gathered and records developed during the course of this Agreement from examination by unauthorized agencies or persons. Such records include all collected data, forms, provided/developed configuration and topology data, computer files, program listings, manuals, documentation, correspondence files, contract records, and reports. The Proposer shall retain all copies in a secure manner until the project is closed and all documents will be returned to the Civil Service Commission. No information, materials or any summary of these materials shall be released to any individual or organization (verbally or in writing) without prior written permission from the Director.

No work involving information furnished under this RFP will be subcontracted without the specific approval of the Director.

In performance of the Agreement, the Proposer agrees to comply with and assume responsibility for compliance by employees with the following requirements:

- All work will be performed under the supervision of the Proper or the Proposer’s responsible employees.
- Any information provided to the Proposer, in any format, will be used only for the purpose of carrying out the provisions of this contract. This information will be treated as confidential and will not be made known in any manner to any person except as may be necessary in the performance of the Agreement.
- All information provided to the Proposer shall be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output shall be given the same level of protection as required for the source material.

xi. Rights in Data and Copyright

Throughout the period of this Agreement, the Department of Finance reserves exclusive and unlimited rights to the information provided to the Proposer, except for the information the City makes available to the public. The City also reserves exclusive rights to the results and findings produced by this project.

xii. **Cleveland Area Business Code**

Requirements During performance of this Agreement, Proposer shall comply with all applicable requirements of the *Cleveland Area Business Code*, Chapter 187 of the Codified Ordinances of Cleveland, Ohio, 1976 (“C.O.”), and any *Regulations* promulgated under the *Code*, which *Code* and *Regulations* are incorporated into and made part of this RFP by this reference as fully as if rewritten in it or attached. Specifically, compliance under any resulting agreement shall include, but not be limited to, the Proposer’s:

- Compliance with its proposal representations regarding CSB, MBE, and/or FBE participation in performance of the Agreement;
- Compliance and cooperation with Project Monitors, whether from the Mayor’s Office of Equal Opportunity (the “OEO”) or the contracting department;
- Accurate, complete, and on-time submission of all reports, forms, and documents including, but not limited to, employment reports, certified payrolls, monitoring forms, and other information the Director of the OEO may require, whether in printed or electronic form, to ascertain and verify Proposer’s compliance; and
- Attendance at and participation in all required project meetings, including OEO compliance meetings, and progress meetings called by the contracting department director(s) at key intervals during performance of the contract services.

Failure to Comply When determining the Proposer’s future eligibility for a City contract, the City shall consider a Proposer’s failure to comply with the representations of its proposal and the requirements under the *Code* as a failure to faithfully perform a contract.

Under the *Cleveland Area Business Code*, the City of Cleveland is firmly committed to assisting Minority Business Enterprises (MBEs), Female

Business Enterprises (FBEs), and Cleveland- area small businesses (CSBs) by providing and enhancing economic opportunities to participate in City contracts. The successful Proposer for a contract will be a firm that shares that commitment. Accordingly, a Proposer is strongly encouraged to utilize the services of qualified MBE/FBE/CSB sub-consultants that are certified by the Mayor's Office of Equal Opportunity (the "OEO") in its proposal.

The standard subcontracting goal for professional services contracts is 10% Cleveland Area Small Business ("CSB") subcontractor participation. Please review the attached Office of Equal Opportunity documents to ascertain the goal for the proposed contract. Proposers are required to make a good-faith effort to subcontract portions of the work to certified Minority Business Enterprise ("MBE"), Female Business Enterprise ("FBE"), and CSB firms, consistent with the subcontracting goal(s) applicable to this RFP.

To document its good-faith effort to utilize certified MBE, FBE and CSB sub-consultants, each Proposer must complete Schedules 1 through 4 found in the *Cleveland Area Business Code - Notice to Bidders and Schedules*. These schedules identify the Proposer's proposed use of MBE, FBE and CSB sub-consultants on the project, which evidences the Proposer's good-faith effort to obtain the participation of certified sub-consultants. The Proposer shall submit the completed forms with its proposal and they will be forwarded to the City's Office of Equal Opportunity for evaluation. Failure to submit complete schedules may result in the rejection of a proposal

Proposers may obtain a listing of firms certified by the OEO as CSBs, MBEs and FBEs by checking the City's website at <http://www.city.cleveland.oh.us>. On the home page, select "Office of Equal Opportunity" from the drop-down menu of City departments. On the Office of Equal Opportunity page, you will find a selection in the left-hand column for "CSB/MBE/FBE Registry".

Proposers are responsible for obtaining the most current list and for contacting potential CSB/MBE/FBE sub-consultants. The City assumes no responsibility for matching prime consultants with qualified, certified MBE, FBE, and/or CSB sub-consultants.

The City Office of Equal Opportunity will monitor participation of MBE, FBE, and/or CSB sub-consultants throughout the duration of the engagement or project. The successful Proposer, as contractor, will be responsible for providing the OEO with all information necessary to facilitate this monitoring.

The *Cleveland Area Business Code*, any *Regulations* promulgated under the *Code*, and the *OEO Notice to Bidders & Schedules* are, by this reference, incorporated in and made part of this solicitation and any resulting contract as fully as if written in it or attached.

The successful Proposer, as contractor, will be required to comply with all terms, conditions, and requirements imposed on a “contractor” in the following *Equal Opportunity Clause*, Section 187.22(b) of the Cleveland Codified Ordinances, and shall make the Clause part of every subcontract or agreement entered into for services or goods and binding on all persons and firms with which the Proposer may deal, as follows: No Contractor shall discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. Contractors shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to race, religion, color, sex, sexual orientation, national origin, age, disability, ethnic group or Vietnam-era or disabled veteran status. As used in this chapter, “treated” means and includes without limitation the following: recruited whether by advertising or other means; compensated, whether in the form of rates of pay or other forms of compensation; selected for training, including apprenticeship, promoted, upgraded, demoted, transferred, laid off and terminated. Contractors shall post in conspicuous places available to employees and applicants for employment, notices to be provided by the hiring representative of contractors setting forth the provisions of this nondiscrimination clause.

3. Anticipated Proposal Schedule

Public Safety anticipates it will - but neither promises nor is it obligated to - process proposals received according to the following schedule:

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VII. Qualification for Proposal

Each Proposer, regardless of the form of its business entity, must meet the following requirements. Failure to meet all requirements may be cause for rejection of a proposal. If Proposer is a partnership or a joint venture, at least one general partner or constituent member must meet the requirements. Each Proposer must:

- Confirm that the background, qualifications, and experience of the firm has a minimum of 5 continuous years of experience with the development, administration, grading, and statistical analysis of recruitment and placement exam administration services for law enforcement.
- Demonstrate the ability to provide recruitment and placement exam administrative services solutions for Governments/Municipalities.
- Submit with its proposal at least three (3) written, verifiable, Government/Municipality references dated within the last five years from clients for which the Proposer has rendered services substantially similar to those sought by this RFP. Proposer is required to provide the names, contact, and a brief project scope for each of the references.

Insurance: The successful Proposer, at its expense, shall at all times during the term of the contract resulting from this RFP, maintain the following insurance coverage. The insurance company ('ies) providing the required insurance shall be authorized by the Ohio Department of Insurance to do business in Ohio and rated "A" or above by A. M. Best Company or equivalent. The Successful Proposer, as contractor, shall provide a copy of the policy or policies and any necessary endorsements, or a substitute for them satisfactory to and approved by the Director of Law, evidencing the required insurances upon execution of the contract.

- i. Professional liability insurance with limits of not less than \$1,000,000.00 for each occurrence and subject to a deductible for each occurrence of not more than \$50,000.00 per occurrence and in the aggregate, and if not

written on an occurrence basis, shall be maintained for not less than two (2) years after satisfactory completion and written acceptance of the services under the contract.

- ii. Workers' compensation and employer's liability insurance as provided under the laws of the State of Ohio.
- iii. Statutory unemployment insurance protection for all of its employees.

Such other insurance coverage(s) as the City may reasonably require.

VIII. Proposal Contents

Each proposal shall include the following parts in the below order. Please separate and identify each part by tabs for quick reference. Each proposal should be organized so as to facilitate its evaluation.

The proposal is recommended to be Be No Longer Than 50 Single-Sided Printed Pages, excluding appendices.

Page size shall be 8.5 x 11 inches. Font size shall be no less than 12 pt. Tabs, dividers, and appendices are excluded from the page count.

One (1) original, two (2) copies, and one electronic (CD or Thumb Drive) shall be delivered to the following address: Department of Civil Service, 601 Lakeside Avenue, Cleveland, OH 44114.

Proposals must be mailed to the attention of Cynthia Thomas, Division of Information Technology Services.

Proposals will be accepted up until 3:00 PM EST, March 4, 2016.

The proposal response shall consist of the following sections:

Section 1: Cover Letter and Executive Summary

The Executive Summary should provide a complete and concise summary of Proposer's experience and ability to meet the requirements of this RFP. The

summary should be organized so it can serve as a stand-alone summary apart from the remainder of the proposal.

Section 2: Profile

The Proposer will provide a profile of its organization and all other sub-consultants who will be providing services. At a minimum, the Proposer will provide the following information:

- Number of years in business
- Number of years involved with services as proposed
- Total number of employees
- Number of signed contracts in progress

Section 3: Qualifications

Each Proposer should state in detail its qualifications, and experience, and how its services are unique and best suited to meet the requirements and intent of this RFP. This should include the qualifications of sub-consultants included in the proposal. Proposer may include as much information as needed to differentiate its services and product(s) from other Proposer's. At a minimum, please include the following:

- A. **Staffing:** Qualifications must include resumes and description of organizational and staff experience including the Project Manager and key staff proposed for the project. Additional resumes are not required unless that resource will likely play a key role in the project.
- B. **Organizational and Staff Experience:** Proposer must describe their qualifications and experience of the organization as a whole to perform the work described in this RFP. Relevant experience must be associated with projects completed not more than five years prior to the date of this RFP.

Section 4: Response to Scope of Services

Provide a response to each of the Functional Requirements listed in the [Scope of Services: Functional Requirements](#) section of this RFP. Responses should be organized into the following sections:

- Testing for Entry-level Law Enforcement Officers, Firefighters, Emergency Communications Personnel and Corrections Officers
- Promotional Testing
- Background Investigation

Section 5: List of Representative Projects

Provide a list of at least three similar projects that the Proposer has successfully completed within the last five years.

Provide at least three client references (verified name and telephone number) of someone closely familiar with each project and your firm's performance.

Each project description shall be presented in the format consistent with the table below.

PROJECT NAME AND DESCRIPTION
Agency & Department:
Address:
Point of Contact
Verified Telephone Number for Contact
_____System Overview/Date of Contract/Date System was fully Operational

Section 6: Project Management Approach/Project Methodologies

- A. Describe the Methodologies you will employ on this project to complete the recruitment and placement exam administration services. Describe and/or provide examples of the Deliverables requested in the Scope of Services.
- B. Provide a detailed project work break down structure to include tasks, subtasks, timeline, milestones, work efforts and resource assignments.
- C. Define the approach and document project deliverables to address the requirements outlined in the scope.

Section 7: Financial Statements

Any financial statements that would be required will be requested only from those Proposers that are “short-listed”.

Fee Proposal: Proposer should submit its fee proposal for each service in a separately sealed envelope clearly marked on the outside. See [Appendix: Fee Proposal](#) for the Fee Proposal template.

There is no limit to the number of pages submitted as part of the fee proposal.

Proposers are required to provide a complete fee proposal of costs associated with the administration, development and examination services proposed herein.

All costs are to be expressed in unit cost and total cost to the City. One-time charges, and annual licensing and maintenance charges must be detailed. Any additional charges above the annual maintenance costs should also be listed in detail.

Proposers should differentiate all costs clearly so that they may be properly evaluated without interpretation.

Proposer shall provide a description of any other cost the City might expect to pay.

Section 8: Required City Forms

Proposer shall complete, execute, and return with its fee proposal the following documents:

- Cleveland Area Business Code – Notice to Bidders & OEO Schedules;
- Federal Form W-9 including Taxpayer Identification Number;
- Non-Competitive Bid Contract Statement for Calendar Year 2016;
- Northern Ireland Fair Employment Practices Disclosure.

IX. Proposal Evaluations

Proposals shall be evaluated based on the following criteria (not listed in order of importance):

- Proposer experience and industry expertise
- Proven successful past performance on similar projects
- Qualification and experience of project staff
- Oral Presentation and Solution demonstrations

Fees will not be considered in the initial evaluation. Proposals shall be evaluated first on qualifications and experience. Once rankings are established, the fee submittals shall be considered.

A firm's involvement in any current litigation with the City may be taken into account during proposal evaluation.

The ratings are not intended or to be interpreted as a reflection of a Proposer's professional abilities. Instead, they reflect the City's best attempt to quantify each Proposer's ability to provide the services sought by the City and to meet the specific requirements of this RFP, for comparison purposes.

Disqualification of a Proposer/Proposal: The City does not intend by this RFP to prohibit or discourage submission of a proposal that is based upon a Proposer's trade experience in relation to the nature or scope of work, services, or product(s) described in this RFP or to prescribe the manner in which its services are to be performed or rendered.

The City will not be obligated to accept, however, significant deviations from the work or services sought by this RFP, including terms inconsistent with or substantially varying from the services or the financial and operational requirements of the RFP, as determined solely by the City. The City reserves the right to reject any proposal that does not furnish or is unresponsive to the information required or requested herein. The City reserves the right to reject any proposal or to waive or to accept any deviation from this RFP or in any step of the proposal submission or evaluation process so as to approve the award of the contract considered in the City's best interest, as determined in the City's sole discretion.

Although the City prefers that each Proposer submit only one proposal including all alternatives to the proposal that the Proposer desires the City to consider, it will accept proposals from different business entities or combinations having one or more members in interest in common with another Proposer. The City may reject one or more proposals if it has reason to believe that Proposers have colluded to conceal the interest of one or more parties in a proposal, and will not consider a future proposal from a participant in the collusion. In addition, the City will not accept a proposal from or approve a contract to any Proposer that is in default as surety or otherwise upon an obligation to the City or has failed to perform faithfully any previous agreement with the City, or is currently in default under any agreement with the City.

The City reserves the right to reject any or all proposals. Failure by a Proposer to respond thoroughly and completely to all information and document requests in this RFP may result in rejection of its proposal. Further, the City reserves the right to

independently investigate the financial status, qualifications, experience, and performance history of a Proposer.

The City reserves the right to cancel the approval or authorization of a contract award, with or without cause, at any time before its execution of a contract.

X. Appendix: Proposal Checklist

Proposers should be sure to address all of the following areas in their proposal.

A. Functional Proposal Submission

- Section 1: Cover Letter and Executive Summary
- Section 2: Profile
- Section 3: Qualifications
- Section 4: Response to Scope of Services
- Section 5: List of Representative Projects
- Section 6: Project Management Approach/Project Methodologies
- Section 7: Financial Statements
- Section 8: Required City Forms

B. Fee Proposal and Required Forms (Marked and Sealed Envelope)

Proposer should submit its fee proposal for each service in a separately sealed envelope clearly marked on the outside. See [Appendix: Fee Proposal](#) for the Fee Proposal template.

There is no limit to the number of pages submitted as part of the fee proposal.

Proposers are required to provide a complete fee proposal of costs associated with the administration, development and examination services proposed herein.

All costs are to be expressed in unit cost and total cost to the City. One-time charges, and annual licensing and maintenance charges must be detailed. Any additional charges above the annual maintenance costs should also be listed in detail.

Proposers should differentiate all costs clearly so that they may be properly evaluated without interpretation.

Proposer shall provide a description of any other cost the City might expect to pay.

C. Proposal Format

One (1) original, two (2) copies, and one electronic (CD or Thumb Drive) shall be delivered to the following address: Department of Civil Service, 601 Lakeside Avenue, Cleveland, OH 44114.

Proposals must be mailed to the attention of Cynthia Thomas, Division of Information Technology Services.

Proposals will be accepted up until 3:00 PM EST, March 4, 2016.

XI. Appendix: Fee Proposal

Table 1: Fee Proposal – Initial Assessment Costs, Annual Licensing Costs				
Cost Description	Annual Cost? (Y/N)	Hours (A)	Hourly Rate (B)	Total (C=AxB)
Initial Assessment Costs				
<i>E.g., Job Analysis costs, Communication plan costs, etc.</i>				
Department Pricing: Exam License, Administration, Scheduling, and Scoring Costs				
Other Costs				

TOTAL				\$

	REIMBURSABLE ALLOWANCE	\$
	TOTAL ONE-TIME SETUP COSTS	\$
	TOTAL ANNUAL COSTS	\$
	TOTAL 'OTHER' COSTS	
	GRAND TOTAL	\$

	Table 2: Fee Proposal – Candidate Pricing includes the pricing each candidate will incur (if applicable) for taking each exam.	
Test Name		Candidate Fee/Test
Other Candidate Costs		Cost

	TEST NAME	COST
	TOTAL CANDIDATE COST PER TEST *List <i>each test name</i>	\$
		\$
		\$
		\$

XII. Appendix: Intent to Propose

Intent to Propose Form

Project: **City of Cleveland, Public Safety Testing**

Date _____

It is the intention of _____ to submit a proposal
[COMPANY NAME]
on the above project for the City of Cleveland. We accept the terms, conditions,
and proposal guidelines. **Our proposal will be submitted no later than March
4, 2016 at 3:00 PM EST.**

Representative/Contact:

Signature

Title (Print)

Print Name

Phone #

Street Address

City/State/Zip

E-Mail

Fax #

RETURN TO CYNTHIA THOMAS (cthomas@city.cleveland.oh.us) BY THE
REQUIRED SUBMISSION DATE, AS INDICATED IN THE REQUEST FOR
PROPOSALS